

**Janet
Napalitano
Governor**

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM
AHCCCS *Committed to Excellence in Health Care*

Director
Anthony Rodgers

Dear Provider:

Thank you for your interest in the AHCCCS program. Enclosed is the Provider Registration packet you requested. Please return the completed information to:

AHCCCS Provider Registration
P. O. Box 25520
Mail Drop 8100
Phoenix, AZ 85002

The Arizona Health Care Cost Containment System (AHCCCS) is the State of Arizona's Medicaid program. It is a prepaid capitated service delivery system in which AHCCCS contracts with health plans (HMOs) who are responsible for providing medical services to AHCCCS members. Health plans subcontract with various providers who provide services to members. The providers are then reimbursed by the health plan for services rendered.

Most AHCCCS members are enrolled with health plans. The plans are responsible for providing services to recipients under Prior Period Coverage (PPC) and after recipients are enrolled. The PPC period starts on the date that a recipient's AHCCCS eligibility begins and ends the day prior to enrollment in a plan. Claims for services provided to a recipient during the PPC period and after enrollment should be sent to the recipient's plan.

Certain recipients are covered by the AHCCCS Administration on a fee-for-service basis. Claims for services rendered to fee-for-service recipients should be sent directly to State AHCCCS for processing.

Verification of a member's eligibility and enrollment may be obtained by calling (602) 417-7000 or 1-800- 962-6690. The Communication Center is closed from midnight until 6:00 a.m. on Saturdays and Sundays. However, eligibility and enrollment information can be obtained 24 hours a day, seven days a week by using the Interactive Voice Response System (IVR) at Phoenix: 417-7200 or outside of Phoenix: 1-800-331-5090.

Assistance with claims submission or payment problems may be obtained by contacting Provider Services at (602) 417-7670, option #4, or 1-800-654-8713 (in-state), or 1-800-523-0231 (out-of-state), from 7:30 a.m. to 12:00 p.m. and 12:30 p.m. to 4:00 p.m., Monday through Friday.

Assistance with provider registration can be obtained by contacting Provider Registration at (602) 417- 7670, option #5, or 1-800-794-6862 (in state) or 1-800-523-0231 (out-of-state), from 8:00 a.m. to 4:00 p.m., Monday through Friday.

Sincerely,

Diane M. Sanders
Claims Administrator
Division of Business and Finance